

5214 - COMMUNICATIONS OPERATOR

NATURE OF WORK

This is entry level specialized responsible telecommunications work in the City of Miami Beach Public Safety Communications Unit (PSCU) receiving, screening, and relaying information for emergency and other calls utilizing a multi-line telephone and a computer aided dispatch system or other means; performing clerical work utilizing various automated and manual systems.

Employees in this class are responsible for the accurate, rapid, and effective evaluation and processing of telephone calls for police, fire, rescue, or other service in a variety of critical situations involving the preservation of life and property. Prompt and highly accurate reactions are required even under stressful and emergency circumstances. Employees are given assistance on unusual or difficult situations.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Receives telephone calls from the public and others relative to the reporting of fires, accidents, disturbances of the peace, suspicious persons, other emergencies, and a variety of unusual incidents.

Evaluates the need for police, fire, and/or other assistance by determining the exact nature of the incident, geographical location, governmental jurisdiction, and, if required, the priority.

Inputs, retrieves, and relays pertinent information and originates requests to Dispatchers manually or via computer terminals.

Responds to inquiries or requests information by telephone or in writing from city police, fire, or other departments; other police or fire departments; ambulance companies; hospitals; utility companies; towing companies; alarm companies; other agencies; and the general public.

Prepares and maintains logs, activity records, and other written or computerized records or reports for telephone calls received, actions taken, towed vehicles, ambulances, etc.

Cross-references addresses, telephone numbers, or other information in manual or automated files.

May keep caller on the phone line, during the incident, in order to keep control of the situation and update information as needed.

Reports traffic signal malfunctions, power failures, other outages, and other situations to the proper agencies.

Performs simple cleaning and maintenance on work station and appropriate computer and other equipment.

May maintain inventory of supplies. Performs related work as required. May assist in the training of other PSCU employees as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of modern office practices, procedures, and equipment.

Skill in the use of typewriter, word processor, computer terminal, and other related equipment; and good finger and arm coordination and dexterity.

Ability to understand, retain, and apply detailed written, verbal, and demonstrated procedures, information, and regulations to a variety of situations.

5214 - COMMUNICATIONS OPERATOR

Ability to analyze information from a variety of sources, assess a situation, use sound judgment in drawing valid conclusions, and take appropriate action in crises situations which may include life and death decisions.

Ability to maintain good concentration and recall information.

Ability to effectively prioritize duties when dealing simultaneously with several functions.

Ability to take control of a phone conversation in a firm but tactful manner in order to extract information as to the facts of a situation and needs of a person.

Ability to react quickly, accurately, and calmly in stressful and emergency situations.

Ability to communicate effectively, verbally and in writing, and maintain effective working relations with other employees, other agencies, and the general public by means of telephone and person-to-person contact.

Ability to effectively communicate in English and Spanish.

Ability to speak clearly with good diction.

Ability to prepare and maintain accurate detailed records, logs, and other written or computerized records or reports.

Ability to spell correctly and write legibly using correct grammar.

Ability to look up information in directories by index or cross reference.

Ability to acquire: proficiency in the use of advanced multi-line telephone equipment, computer aided dispatch system, and associated equipment; considerable knowledge of applicable law enforcement and fire practices, procedures, laws, and terminology; knowledge of functions of the City and other agencies sufficient to respond to or redirect citizen inquiries; knowledge of local geography, roadways, landmarks, and jurisdiction boundaries.

Ability to learn a wide variety of duties and procedures during PSCU Training Course and within the prescribed working test period.

MINIMUM REQUIREMENTS

Type 30 correct words per minute. Ability to speak fluently in English and one other language. Must be able to work variable shifts, including nights, weekends and holidays.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling; some crawling, reaching, and handling, standing, pushing, and pulling; extensive sitting.

5214 - COMMUNICATIONS OPERATOR

SUPERVISION RECEIVED

Assignments and work methods are described in detail and work is performed under minimal direct supervision and with some latitude for the exercise of independent judgment. Work is evaluated by review of records generated by employee's activities or through direct observation.

SUPERVISION EXERCISED

Usually none.

rev.04/24/01(minimum req.)